

# THE BRITISH COMPUTER SOCIETY

## THE BCS PROFESSIONAL EXAMINATION

### Diploma

#### SERVICE MANAGEMENT

24<sup>th</sup> April 2001 – 10.00 a.m. – 12.00 p.m.

Answer FOUR questions out of SIX. All questions carry equal marks.

Time: TWO hours.

*The marks given in brackets are **indicative** of the weight given to each part of the question.*

- 1 On several occasions, computer based projects in your company have been criticised for a lack of co-ordination, late delivery and running over budget.  
  
Produce a set of FIVE guidelines which will substantially reduce the likelihood of this happening in the future. **(25 marks)**
  
2. “IT outsourcing is a broad definition of Facilities Management to cover the contracting out of specified services to a third party within a controlled flexible relationship”.
  - a) Discuss the perceived benefits and problems associated with outsourcing. **(15 marks)**
  - b) Discuss any changes in attitudes to outsourcing which are currently taking place within the outsourcing market. **(10 marks)**
  
3. Your organisation, a medium sized company operating on ten sites, intends to adopt electronic mail as the sole means of routine communication between Head Office and individual staff members.
  - a) Produce a briefing document for the Board of Directors outlining the key requirements which, you believe, are important for the success of this project. **(15 marks)**
  - b) Give FIVE examples where the introduction of this policy could be potentially problematic. **(10 marks)**
  
4. “End user developed information systems can be created much more rapidly and informally than traditional systems and so help to meet the information needs of an organisation”.
  - a) Discuss the benefits and evaluate the risks an organisation should consider before supporting such developments. **(15 marks)**
  - b) Identify and justify the controls that management may place on development by end users in order to avoid the risks. **(10 marks)**

[Turn over

5. With the almost daily improvement in personal computer specifications, your Company Finance Director has asked whether the organisation should buy or lease its desktop computer equipment.

Produce a document reviewing the advantages and disadvantages to the company of adopting each policy.

**(25 marks)**

6. Discuss FIVE reasons why it is essential for a modern business organisation to have an IT strategy. Provide examples which may assist your discussion.

**(25 marks)**